

CREATING A PARKPERK™ ACCOUNT

To create a ParkPerk™ account, go to <https://www.abiaparking.com/> and click on the create account button. Complete the registration by filling out all required fields (denoted with an asterisk*). After completing the registration, click on the create button and you're done! An automatic email notification will be sent to the system administrator and the following message will appear on your computer screen:

Account Created Successfully!

Thank you for your interest in the ABIA ParkPerk Frequent Parker Program. Your information has been received and is being processed. Please allow up to 7-10 business days for us to mail your card to the address provided. Please call us to activate your card at 512-530-3300. After that time you may log in to your account using the username and password you supplied during signup.

After receiving your ParkPerk Pass simply swipe it in any ParkPerk card reader located at all entrances to begin collecting Park Perk Points. Swipe your Pass again at the time of exit and your parking fee will be automatically calculated and billed to your credit card and you will gain 20 ParkPerk Points per dollar spent.

You may then log in to your ParkPerk account at www.abiaparking.com to check your current level of points, modify account information, print receipts, or to redeem points for free days of parking.

-Thank You For Choosing ABIA Parking

You will also receive a confirmation email to the email account you entered when you created your account. You will receive your ParkPerk™ access card and information packet **within 7-10 business days**. Once you receive your ParkPerk access card, you must call the ParkPerk administrator to activate the account. Activation instructions and phone number are included on your new card.

ACCESSING YOUR ACCOUNT

To access your ParkPerk™ account, go to <https://www.abiaparking.com/> and click the button to sign in. Enter your user name and password and click the continue button.

CHANGING AND MONITORING YOUR PARKPERK™ STATUS

Once you access your account, you have the following options (onscreen tabs):

Hello,

Customer Service: 512-530-3300

Personal	Business	Credit Cards	Vehicles	Activity	Rewards	Password
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Personal – use this tab to change your personal status (name, email, phone number and address)

Business – use this tab to change your business information (optional)

Credit Cards – (**IMPORTANT**) – use this tab to update and change the credit card you have linked to your ParkPerk access card. It is very important to have valid credit card information including your expiration date. Your access card will only work if you have a valid credit card with a non-expired expiration date. If the credit card you have listed is expired, your ParkPerk access card will allow you to enter the parking facilities, ***but not allow you to exit the parking facilities***. You will have to go to a cashiered lane and pay with cash or valid credit card.


You are able to enter up to two credit cards in this tab, but only one can be designated as your active card. This allows users to change which credit card will be charged for different visits. For example: you travel for both personal and business reasons and you wish to keep your travel expenditures separate. Enter both credit cards onto your account and you can choose which credit card to use for each trip. When travelling for a business related reason and you have a business credit card entered on your account, simply click the circle next to this credit card before exiting the parking facility and your parking expenses will be charged to the active credit card. The active credit card designation must be made before you exit the parking facility. This cannot be changed after the fact.



Changing credit card expiration dates: click on the edit pencil to change the expiration of your credit card on file.



Vehicles – use this tab to update your vehicle information (use edit pencil to update)

Activity – use this tab to view your current and past ParkPerk usage and redemptions. You also use this tab to re-print ParkPerk expense receipts.

Personal	Business	Credit Cards	Vehicles	Activity	Rewards	Password
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View Activity


Activity
Card  Begin 2/20/2012 End 2/20/2013 

Card Activity Data					
Date/Time	Direction	Description	Fee	Points	
Wed, Sept 30, 2012, 5:34 PM	OUT	South Exit Lane 57	\$110.00	2200	Receipt
Sat, Sept 26, 2012, 6:52 AM	IN	Short Term Ln 2	\$0.00	0	

To view your ParkPerk activity – under *Activity*, there is a drop down option to view either *card* or *parking redemption*. Select card to view your account activity and then select the dates that you wish to view. You have the option to open your activity in a PDF or spreadsheet by clicking on the links located above *Card Activity Data*.

To re-print a receipt, find the date and the charged fee you are looking for and click on the receipt link on the right (next to the points that you earned). Your receipt will open in another window and you can print your receipt.

To view your Parking Redemption history, select Parking Redemption on the Activity drop down option and click the green arrow enter button. This will show your past redemption activity, including start and end time for the redemption, the amount of points used for the redemption and the date that the redemption was entered in the system.

Rewards – use this tab to view your current ParkPerk points total and to redeem your points for free parking.

Hello,

Customer Service: 512-530-3300

Personal	Business	Credit Cards	Vehicles	Activity	Rewards	Password
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[Logout](#)

Your Total Points 28,000

To redeem a reward, click Select on one of your available rewards below.

Parking Rewards			
Parking Lot	Cost Per Day	Weekly Max	
PP ShortTerm_Garage	2500	- NA -	Select
ParkPerk Close In	2500	17500	Select
ParkPerk Long Term	2500	17500	Select
ParkPerk Valet	2500	17500	Select

To redeem your points for parking, select the parking option you wish to utilize (garage, close-in, long-term or valet). Each parking option requires 2,500 points per day. Select the lot you wish to park in by clicking on the *Select* link next to the option.

Hello,


Customer Service: 512-530-3300

Personal	Business	Credit Cards	Vehicles	Activity	Rewards	Password
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[Logout](#)

Parking Lot: PP ShortTerm_Garage

Select the number of days you would like to park and click Continue.

Length of stay: 

Enter the length of stay you wish to redeem for by clicking on the drop down link and then click continue.

Hello,

Customer Service: 512-530-3300

Personal	Business	Credit Cards	Vehicles	Activity	Rewards	Password
----------	----------	--------------	----------	----------	---------	----------

[Logout](#)

Parking Lot: PP ShortTerm_Garage

Select the start date of your parking redemption.

< April 2013 >						
Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

cancel	continue
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Enter the date(s) you wish to redeem points for and click continue.

Hello,

Customer Service: 512-530-3300

Personal	Business	Credit Cards	Vehicles	Activity	Rewards	Password
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[Logout](#)

Confirm Redemption Request

Name:

Card Number: 100000000

Parking Lot: PP ShortTerm_Garage

Start Date: 4/1/2013

End Date: 4/3/2013

Number of Days: 3

Your Total Points: 29,140

Redemption Cost: 7,500

Your Remaining Points: 21,640

cancel	confirm
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Confirm your start / end dates, number of days, and redemption cost. Click the confirm button and your redemption will be confirmed on the screen. You can print a copy of your redemption at that time. A confirmation email will be automatically sent to your email address on file:

(emailed confirmation)

Confirm Redemption Request

Name:

Card Number: 100000000

Parking Lot: PP ShortTerm_Garage

Start Date: 4/1/2013

End Date: 4/3/2013

Number of Days: 3

Your Total Points: 29,140

Redemption Cost: 7,500

Your Remaining Points: 21,640

Your Parking reservation was confirmed @ 2/20/2013 12:24:02 PM

Thank you for parking at Austin-Bergstrom International Airport

Print

Done

***Your ParkPerk redemption is not a reservation for a space. Your reservation is the confirmation that you have redeemed points for the date and location specified.**

Hello,

Customer Service: 512-530-3300

Personal

Business

Credit Cards

Vehicles

Activity

Rewards

Password

[Logout](#)

View Activity



Activity

Parking Redemption

Begin

2/20/2012

End

2/20/2013



Parking Redemptions				
Start Date	End Date	Points	Redeemed	
04/01/2013	04/03/2013	7500	Wed, February 20, 2013, 12:35 PM	Cancel

You can also cancel your parking redemption as long as it is cancelled the day before the actual redemption begins. Go back to your Activity tab and change the drop down to Parking Redemption. Example below: the user can cancel the below redemption by clicking on the cancel link any time *before* April 1, 2013.

Password – use this tab to change your password on your ParkPerk account.

****At times, ABIA parking lots may reach capacity and close. If you have a redemption to a certain lot, and you park in another lot, your ParkPerk redemption will not be recognized in the other lot. Your redemption will only be recognized in the lot that you choose to redeem your points for. Example: You choose to redeem your points in the Short-term Garage for April 1-3. When you arrive on April 1 the Short-term Garage is full and you park in the Close-In lot. When you exit, your redemption will not be recognized and you will be charged the Close-In rate for your stay. If this occurs, please contact ParkPerk administration @ 512-530-3300 or by email at parkperks@abiaparking.com.**

AUSTIN – BERGSTROM INTERNATIONAL AIRPORT PARKPERK™ INSTRUCTIONS

The following paragraphs give detailed instructions on the use of the ParkPerk™ feature at ABIA. This includes using your ParkPerk™ access card to enter and exit the self-park and valet areas of the facility, how points are calculated, and instructions on redeeming the points you earn. If you have further questions regarding the ParkPerk™ program at ABIA, please call the parking office at 512-530-3300 or email parkperks@abiaparking.com.

SELF-PARKING

Entering Self-Park Areas:

The parking facilities at ABIA consist of two parking garage, Level 3 Garage Parking, Lot A walking lot, and six Long-term parking lots. With the exception of the valet service, all parking facilities at ABIA are self-park. The self-park areas and rates (includes taxes) are:

Garages (+Lvl 3)	\$3.00 per hour	\$23.00 max per day
Lot A	\$3.00 per hour	\$11.00 max per day
Lot B/C/D/E/F/G	\$3.00 per hour	\$7.00 max per day

The garages have a dedicated entrance area with four entrance gates and ParkPerk™ access card readers. Level 3 Garage Parking has two entrance gates with ParkPerk, Lot A, or close in parking, has three entrance gates and ParkPerk™ access card readers located at the entrance area. Lots B - G, the long-term lots, have one entrance area with four entrance gates and ParkPerk™ access card readers. Located before each entrance gate, on the left side of the lane, are the ParkPerk™ access card readers and ticket machines. The first machine is the ParkPerk™ access card reader (see figure 1 – Entrance Reader). To enter a parking area with your ParkPerk™ card, you must swipe your ParkPerk™ card using the swipe mechanism on the card reader. The swipe mechanism resembles a credit card swipe slot. The ParkPerk™ card must have the magnetic strip, located on the back of the card, facing to the right. The magnetic strip must remain in contact with the reader throughout the entire downward motion. Once the ParkPerk™ card is accepted, the gate will open and you can enter the lot.



Figure 1 – Entrance Reader

Exiting Self-Park Areas:

There are multiple exit plazas located on the ABIA campus. The North plaza is available for customers parking in lots A – G. The South plaza is for customers parking in the Garages and valet. Level 3 Garage Parking also has 1 ParkPerk exit reader. If you are exiting the North plaza, the ParkPerk™ lanes are the two lanes furthest to the left, which are lanes 43 and 44. If you are exiting the South Plaza, the ParkPerk™ lanes are the six lanes furthest to the right. These lanes will have a sign with green letters saying, “EXPRESS LANE CREDIT AND PARKPERK™ CARDS ONLY” (see figure 2 – Exit Lane). These are the exit lanes that you need to use. The ParkPerk™ reader is the last set of equipment on the left of the exit lane (see figure 3 – Exit Reader). Again, you must swipe your ParkPerk™ card using the swipe mechanism on the card reader. The swipe mechanism resembles a credit card swipe slot. The ParkPerk™ card must have the magnetic strip, located on the back of the card, facing to the right. The magnetic strip must remain in contact with the reader throughout the entire downward motion. Once the ParkPerk™ card is accepted, the gate will open and you can exit the facility. If you wish to have a receipt printed out, please press the receipt button located on the ParkPerk™ reader.

***You cannot use your ParkPerk™ card to exit a cashier lane.**



Figure 2 – Exit Lane



Figure 3 – Exit Reader

VALET PARKING

Entering Valet Park Area:

The Valet drop area is located on the upper terminal (Ticketing and Curbside Check-In) of the ABIA campus. Stay to the left once you enter the upper terminal. The valet drop-off counter is located in the middle of the lanes next to the traffic cones. The Executive valet rate is \$27.00 per day and the Family Friendly Valet rate is \$18.00 per day. Once at the valet counter, **inform the valet employee that you are a ParkPerk™ customer** and the valet employee will ask for your ParkPerk™ access card. The valet employee will swipe your access card at the ParkPerk™ reader and give your card back to you. The

valet employee will fill out the valet ticket information and park your car on the first floor of the garage in the valet parking area or in the Family Friendly Valet parking area.

Valet rates are:

Executive Valet	\$27.00 flat rate	\$27.00 max per day
Family Friendly Valet	\$18.00 flat rate	\$18.00 max per day

Exiting the Valet Area:

Your vehicle will be located on the lower level of the parking garage in the valet parking area (not on the upper level where you dropped off). When you are ready to exit valet parking, you must stop at the valet cashier booth located in the Valet garage area. This is the Southeast corner of the parking garage – lower level. ParkPerk™ customers will need to show their ParkPerk™ access card to the valet cashier at the valet booth and the cashier will confirm your valet ticket.

To exit the facility, exit the garage and turn right. For ParkPerk™ customers using the South plaza, please use the four ParkPerk™ lanes located farthest to the right. Again, you must swipe your ParkPerk™ card using the swipe mechanism on the card reader. The swipe mechanism resembles a credit card swipe slot. The ParkPerk™ card must have the magnetic strip, located on the back of the card, facing to the right. The magnetic strip must remain in contact with the reader throughout the entire downward motion. Once the ParkPerk™ card is accepted, the gate will open and you can exit the facility. If you wish to have a receipt printed out, please press the receipt button located on the ParkPerk™ reader.

***You cannot use your ParkPerk™ card to exit a cashier lane.**

PARKPERK™ POINTS

ParkPerk™ Points:

- For each \$1.00 spent, you receive 20 points.
- 2,500 points must be obtained in order to receive one day of free parking.
- You must select your free parking day(s) in advance. Customers cannot park in an ABIA facility, and then select their free day(s). You must first choose your free day, and then park.
- You may redeem your points for any lot, the parking garage or valet.
- ParkPerk™ points expire after 12 months if not redeemed.

***Points are redeemed on a 24-hour basis. Example: If you choose to redeem your points on a Saturday, the complimentary day begins when you enter the parking facility with your ParkPerk™ access card and ends 24 hours later. If you park in the garage at 3:00 pm on Saturday, then you receive complimentary parking until 2:59:59 pm the next day. Points are not redeemed on a calendar day basis.**

Calculating Points Earned:

LOT	MAXIMUM RATE PER DAY	ACCUMULATED POINTS (UP TO)
Valet Parking:	\$27.00	540 points in one day (27 X 20 = 540).
Family Friendly Valet	\$18.00	360 points in one day (18 X 20 = 360)
Garages (+Lvl 3):	\$23.00	460 points in one day (23 X 20 = 460).
A Lot (Close In):	\$11.00	220 points in one day (11 X 20 = 220).
B,C,D,E,F,G:	\$7.00	140 points in one day (7 X 20 = 140).

Over-Flow Lots – no ParkPerk readers available at this time

FAQ's (Frequently Asked Questions)**I didn't receive a ParkPerks parking receipt. How can I obtain one?**

If you did not receive a receipt after pushing the receipt key, you can print a receipt from the ParkPerk™ online system by accessing your account.

I needed a receipt reprinted, but when I went on my account, the receipt link would not allow me to reprint. What is wrong?

If your credit card charge receipt has an asterisk next to the receipt link, this means that the ParkPerk parking charge has yet to be charged to your account. Please contact the ParkPerk administrator.

I forgot my username or password? What actions do I need to take?

If you forgot your username, please contact the ParkPerk administrator. If you forgot your password, click on the Forgot Password link on the ParkPerk sign-in page and follow the instructions.

Can I have multiple credit cards on my account?

Yes, users can have up to two credit cards on their ParkPerk account; however, only one can be active. It is up to the account user to switch credit cards before exiting the ABIA parking facility.

I used the credit card that I have on my ParkPerk account to pay for parking, but the activity and points were not on my account. What happened?

You can only use your ParkPerk access card for ParkPerk points and activity. Your credit card cannot be used in lieu of your ParkPerk access card.

I lost my ParkPerk card (or damaged). How do I receive a new card

If your ParkPerk card was lost or damaged, please email the ParkPerks administrator. The administrator can send you a replacement card and install the new card on your current account. Please do not create a new account.

I have a ParkPerk account, but I had to use my personal credit card to pay for ABIA parking charges. Can my ParkPerk account be credited for the points?

Yes, the ParkPerk administrator can credit your ParkPerk account for points if you used the credit card that is currently active on your account. A confirmation receipt will be requested. Please email the ParkPerk administrator.

I have already parked at ABIA and I wanted to redeem points, but I forgot. Can I still redeem points and get my rewards for this trip?

Unfortunately, once you enter the parking lot with your ParkPerks card, you cannot redeem points for that trip. Redemptions must be entered and confirmed before accessing the parking areas with your ParkPerk access card.

I redeemed points for a lot, but the lot was full. Isn't my space reserved when I redeem points?

Your ParkPerk redemption is not a reservation for a space. Your reservation is the confirmation that you have redeemed points for free parking.

Can I have more than one ParkPerk account or card?

You can create as many ParkPerk accounts as you want and even enter the same credit card for each account, however, only one ParkPerk access card is allowed per account at this time.

I have multiple ParkPerk accounts. Can I share the points that I earned between these accounts?

Yes, the ParkPerk administrator can manually move points to and from multiple accounts. Please contact parkperks@abiaparking.com.

Why do all the lots cost the same amount of redemption points?

This is a reward for our ParkPerk users. Users can redeem points for any ABIA parking option for the same amount of points.

I redeemed points for parking, but was charged at the exit? What happened and can I receive my points back or a refund for my parking charges?

You may not have confirmed your redemption, chosen different dates, or parked in a different lot than the one you specified on your redemption. If you redeemed points for a certain lot, and you park in another lot, your ParkPerk redemption will not be recognized in the other lot. Your redemption will only be recognized in the lot that you choose to redeem your points for. Example: You choose to redeem your points in the Short-term Garage for April 1-3. When you arrive on April 1 you park in the Close-In lot. When you exit, your redemption will not be recognized and you will be charged the Close-In rate for your stay. If this occurs, please contact ParkPerk administration @ 512-530-3300 or by email at parkperks@abiaparking.com. In most instances, the administrator can either credit your parking charges or add back your redemption points to your account.

I redeemed points and received the confirmation, but my plans changed and I need to cancel. How do I cancel my redemption?

You can cancel your parking redemption as long as it is cancelled the day before the actual redemption begins. Access your account, go to your Activity tab and change the drop down to Parking Redemption.

Can I use my ParkPerk access card to park vehicles other than the one I have listed on my account?

Yes. Your access card is not tied to the vehicle listed on your account. However, you cannot park more than one vehicle at a time per ParkPerk access account.

What do the following error messages mean?

Error Messages Displayed: If you receive an error message or have any question regarding your ABIA ParkPerk access card or account, please contact the ParkPerk administrator by calling 512-530-3300 or by email at parkperks@abiaparking.com.

If you swiped your ParkPerk™ card and the screen says “unreadable”, your access card’s magnetic strip did not remain in contact with the reader. Please try swiping your card again and keep the card in contact with the reader.

If you swiped your ParkPerk™ card and the screen says “Access Card Group”, your access card is out of sequence. If your card is out of sequence, you will need to contact the parking office by calling 512-530-3300 or by emailing parkperks@abiaparking.com.

If you swiped your ParkPerk™ card and the screen says “Processing”, the reader may be re-setting itself and the gate will open within 1-2 minutes.

If you swiped your ParkPerk™ card and the screen says “Credit Card Declined”, the credit card you attached to your ParkPerk™ card is not receiving authorization. Please contact the parking office by calling 512-530-3300 or by emailing parkperks@abiaparking.com.

PARKPERK™ DISCLAIMER:

By applying for the ParkPerk™ Program, it licenses you to park and lock one vehicle in a designated space at your sole risk and at posted rates. The City of Austin and its subcontractors do not guard or assume vehicle custody or control of your vehicle or its contents and are not responsible for fire, theft, damage, or loss. The City of Austin and its subcontractors issue this account as your contract and for time keeping purposes only.

VEHICLES PARKED IMPROPERLY WILL BE CITED AND/OR IMPOUNDED AT OWNER’S EXPENSE.

Only a license to park is granted hereby and no bailment is created. If card is lost, customer must pay minimum one-day fee. Vehicles left over 60 days without notification may be impounded at the owner’s expense. Vehicles occupying more than one space will be charged the daily maximum for each space used. This is your entire contract and no employee may waive any of the terms. By your acceptance of it you agree to all foregoing terms.

-THE CITY OF AUSTIN, DEPARTMENT OF AVIATION